



DEPARTMENT OF THE NAVY

COMMANDER, NAVY REGION MIDWEST
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GREAT LAKES, ILLINOIS 60088-2845

COMNAVREGMIDWESTINST 2201.1

FR/C

29 Mar 04

COMMANDER NAVY REGION MIDWEST INSTRUCTION 2201.1

From: Commander, Navy Region MIDWEST

Subj: NAVY REGION MIDWEST TELECOMMUNICATIONS POLICY

Ref: (a) 41CFR Part 101-35.200
(b) DOD 5500.7-R
(c) SECNAV 2305.11A
(d) NASUPINST 4200.85C
(e) NAVNETOPSCOMINST 2066.1C

Encl: (1) Telephone Certification (Ameritech)
(2) Cellular Telephone Certification
(3) Justification for Cellular Phone/Pager Acquisitions
w/instructions
(4) Request for Cancellation of Cell Phone/Pager Service
w/instructions
(5) Telecommunications Service Request (TSR)
w/instructions
(6) TSR Process

1. Purpose. To promulgate direction and guidance on Navy Region MIDWEST (Great Lakes Area) telecommunications policy to include landline telephones, cellular phones, and pagers.

2. Cancellation. NTCGLAKESINST 2201.1B.

3. Background. The accelerated use and cost of cellular phones and pagers requires a policy to fiscally and logistically manage this type of equipment as well as landline telephones. All Special Assistants and Department Heads are expected to review and justify requirements for the purchase and/or lease of cellular phones and/or pagers, monitor the calls placed on all official telephones, which includes cellular phones, and monitor the need for telephone equipment and the cancellation of unused and abused equipment and services within their area of responsibility.

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4. The Financial Management Officer for Navy Region Midwest (NRMW) is the official Telecommunications Program Manager (TPM) for Naval Service Training Command (NSTC) and Naval Region MIDWEST (NRMW) activities. Continued support for repair/replacement of equipment for the Training Support Command (TSC) is also applicable under the auspice of base operations support.

5. In accordance with policies outlined in reference (a) through (c), calls placed from government telephones will be for official business, emergency calls, and calls the agency determines are necessary in the interest of the government. Personal calls are authorized on landline telephones when they:

a. Do not adversely affect the performance of official duties by the employee.

b. Are of reasonable duration and frequency.

c. Could not reasonably have been made at another time.

d. Do not adversely reflect on the Navy.

e. Examples of described calls in (a) through (d) are the following:

(1) Calls to a health care provider.

(2) An employee traveling on government business is delayed.

(3) An employee traveling for more than one night on government business in the United States.

(4) An employee is required to work overtime without advanced notice.

(5) An employee makes a brief call to locations within the local commuting area to speak to spouse or minor children.

(6) An employee makes a brief call to a location within the local commuting area that can be reached only during working hours.

(7) An employee makes a brief call to a location within the local commuting area to arrange for repairs to his or her residence or automobile.

f. All phone calls involving commercial activities, soliciting, selling or pornography, etc., are strictly prohibited.

6. Cellular Telephones.

a. Personal calls on cellular telephones (refer to para 5 above) should only be made in emergent situations when landline telephones are not available. In addition, IAW references (d) and (e) cellular telephone numbers should not be published to private individuals who would call on unofficial business because incoming calls to a cellular telephone generate charges to the receiving cellular user.

b. Cellular telephones are not secure and not approved for use when discussing classified/sensitive information.

c. Acquisition of cellular equipment/services will be given only when documentation clearly demonstrates that normal landline connectivity will not meet the functional requirement to perform a valid mission need, and when available alternatives are more costly or cannot fill the need.

d. Each government employee assigned a cellular telephone is responsible for safeguarding its usage. Each phone should be properly hand-receipted to the individual user. If the equipment will be used by more than one individual, as a minimum, a log should be kept to insure accountability for that piece of equipment at any given time.

e. Users are prohibited from using cellular telephones for long distance credit card calls as account numbers and security access codes can be easily intercepted and abused.

f. No more than one type of portable communication device will be purchased for an individual's use, i.e., pager or cell phone, not both.

7. Department managers are responsible for:

a. Certifying the phone bill and the necessity of the lines, service, equipment and plan restrictions on cellular equipment is being adhered to. This will be done monthly, on receipt of the phone bill. Forms for certification are at enclosures (1) and (2).

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b. Annotating monthly phone bills (both landline and cellular) by indicating all calls in excess of a reasonable duration, based on the manager's discretion, have been reviewed. All calls with cost over \$5.00 must be annotated and reviewed, unless ordinary business calls of this amount or more are common in the work activity, then a higher threshold may be used. In this case, the NRMW TPM should approve this cost variation.

c. Sending an annotated monthly phone bill (both landline and cellular) to the NRMW TPM, which shows that all calls with a cost in excess of \$5.00 were reviewed. This will be done quarterly, i.e., bills for the months of Dec, Mar, Jun, and Sep. They will be returned to the cost center for retention for two years.

d. Collecting reimbursement from employees for unauthorized personal calls and/or a total exceeding \$5.00 for authorized personal calls.

e. Submitting documentation justifying the purchase of cellular/pager equipment and services to the NRMW TPM for approval prior to the acquisition. The form to be used to submit justification for equipment is at enclosure (3). The form to request cancellation of service and turn-in of equipment is at enclosure (4).

f. Insuring all lost, damaged, or reassigned cellular equipment is immediately reported and, if possible, turned in to the NRMW TPM in order to maintain accountability and preclude illegal use/charges.

g. Purchasing and funding cellular equipment that has been approved by the NRMW TPM. The service for no more than one type of telecommunications equipment, per individual in addition to landline phone, will be paid out of the central account managed by the NRMW TPM for NSTC and NAVSTA activities.

8. The Financial Management Office is responsible for:

a. Reviewing and processing all TSR's to insure that requirements are clear, funding is available, and required data is completed on the request.

b. Determining which contractor can accomplish work, soliciting estimates, and preparing appropriate paperwork for awarding work.

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c. Insuring a receipt signed by the end-user is received prior to payment for services.

d. Assigning TSR control numbers to NSTC and NRMW TSR's.

e. Maintaining records/logs on all requests and disposition of equipment and services.

f. Budgeting and providing funding for landline equipment for NSTC, NRMW, and TSC activities, and cellular/pager requirements for NSTC (excluding RTC) and NRMW activities.

g. Notifying the end-user when work will be accomplished so they can arrange accessibility to the facility for the contractor.

h. Reviewing justifications and approving acquisitions for cellular and/or pager equipment for NSTC (excluding RTC) and NRMW activities.

i. Distributing monthly telephone bills to activities.

j. Coordinating and following up with the Base Communications Office (BCO), contractors, and end-users to insure work is accomplished in a timely manner.

k. Payment of invoices for cellular and pager contracts and telecommunication work done by private contractors.

9. Activity Telecommunications Coordinators (ATC) at RTC and TSC are responsible for:

a. Assigning TSR control numbers, maintaining logs, and TSR documents submitted to the NRMW TPM.

b. Submitting TSR's to the NRMW TPM using the instructions and form at enclosure (5). This form was issued by the BCO to their customers. Telephone requests will not be processed by the BCO if this format is altered in any way.

c. Serving as the central point of contact for landline telephone billings, TSR's, and other related telephone communication issues.

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10. End-users are responsible for:

a. Insuring that TSR's are submitted IAW instructions and form at enclosure (5).

b. Notifying the NRMW TPM and/or the ATC, immediately, if requirement has changed or work is no longer required.

c. Insuring that the contractor has access to the facility when he comes to complete the work.

d. Providing the NRMW TPM and/or the ATC a copy of the signed receipt upon completion of work. The contractor should have the end-user sign a receipt when the work is completed. If the contractor does not have the activity sign a receipt, then the end-user should send a written statement indicating the work was completed and the date of completion. Without the receipt, invoices from the contractor cannot be paid.

11. Department heads will encourage personnel to avoid charges to the government by using personal cell phones, telephone credit cards, 800 toll-free numbers, charges to the home phone or called party. Failure to abide by the prohibitions contained in this instruction is punishable as a violation of Article 92, Uniform Code of Military Justice for military members and NTCGLAKESINST 12752.1A, dated 4 May 1995, for civilian personnel as appropriate. Telephone calls are subject to monitoring at any time.

12. The following definitions as they apply to this directive are provided:

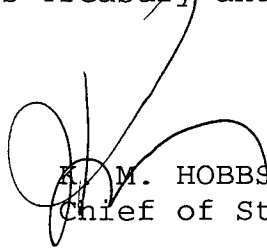
a. Brief is less than five minutes.

b. Local commuting area is the area within a 50-mile radius of work.

c. End-user is the individual reporting the problem or requesting the work. This individual, or someone familiar with the work to be done, should be listed as the Primary POC on the TSR.

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13. Authorized personal calls, which exceed a total of \$5.00 per month, must be reimbursed by the employee with a check payable to the United States Treasury and may be subject to disciplinary procedures.



K. M. HOBBS
Chief of Staff

TELEPHONE CERTIFICATION
FOR AMERITECH BILLINGS

DATE:

FROM:

TO: Navy Region MIDWEST, Comptroller Dept, ATTN: Telephone Coordinator, Building 1

Subj: MONTHLY CERTIFICATION OF TELEPHONE BILLING FOR THE PERIOD OF
_____ THROUGH _____

1. I certify that all calls made were for official business or were necessary in the interest of government in accordance with all applicable federal government instructions and policies.

2. I certify that all charges for equipment and service have been reviewed for the month in accordance with the following:

a. Services and instruments in place are required, except for the following, which can be deactivated, disconnected or are incorrectly billed. A Telephone Request Form is attached to have the following numbers either deactivated, disconnected or moved, so the appropriate cost center can be charged (see note below).

(1) _____

(2) _____

(3) _____

b. Services and instruments billed are actually in place and are properly billed to our cost center.

c. Sufficient documentation on personal telephone calls is being kept for the Program Manager (PM) to review on random spot checks throughout the year.

Department Manager

Command and Cost Center Code

Telephone Number

NOTE: Deactivation of a phone number simply puts the line out of use temporarily and can be reactivated without physically installing a new line. Disconnection is permanent disposal of the line, never to be used again. If a number shows up on your bill that does not belong to you, call the number and try to identify the owner. That individual will have to submit and sign the TSR requesting the number be moved and identify the correct billing code. If you are unable to identify the owner, contact either the ATC or the NRMW TPM for assistance.

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CELL PHONE CERTIFICATION
VERIZON & NEXTEL

DATE:

FROM:

TO: Navy Region MIDWEST, Comptroller Dept, Attn: Telephone Coordinator, Building 1

Subj: MONTHLY CERTIFICATION OF _____ CELL PHONE BILLING FOR THE MONTH OF
_____ ACCOUNT # _____

1. I certify that all calls made were for official business or were necessary in the interest of the government in accordance with all applicable federal government instructions and policies.

2. I certify that all charges have been reviewed for the month in accordance with the following:

a. Services and equipment in place are required, except for those indicated on the attached cancellation form.

b. Services billed are actually in place and are properly billed to our account. Any number(s) that is incorrectly billed is identified below.

c. Sufficient documentation on personal telephone calls is being kept for the Program Manager (PM) to review on random spot checks throughout the year.

d. Bills are being monitored to insure plan limitations are being adhered to, e.g., airtime, no long distance charge if on local plan, roaming charges, etc.

Department Manager

Command and Cost Center Code

Telephone Number

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Justification for Cell Phone/Pager Acquisitions			
			Date of Request: _____
Before purchasing/renting cell phones, pagers, and/or two-way radios, this form must be completed and submitted to the Navy Region Midwest Comptroller Office for approval.			
Reason for Request	New Acquisition _____	Additional Equipment _____	
	Upgrade/Change _____		
1. Department/Activity:	_____	Date of Request:	_____
2. Primary POC:	_____	Phone #	_____
3. Alternate POC:	_____	Phone #	_____
4. Type of Equipment Currently Used, Phone/Pager Number, and name of individual to which assigned:			
5. Type of Equipment Requested, Date Needed & Cost: _____			
6. Detailed Justification Why Equipment or Change is Required: _____			
7. Details of Service/Plan Required & Cost: _____			
8. Justification for Type of Service/Plan: _____			
Typed Name & Grade _____		Signature of Authorizing Official _____	

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FOR COMPTROLLER USE ONLY	
Fiscal Officer Approval	
Date Received:	_____
Date Approved:	_____
Date Disapproved:	_____ Reason for Disapproval: _____
Signature	_____
Typed Title, Grade	_____
Date Returned to Requestor:	_____
Disposition of Current Equipment/Service:	_____

Instructions for Completion of Request for Cell Phone/Pager Acquisitions

Check the appropriate block for New Acquisition, Additional Equipment, and/or Upgrade/Change.

For Items 1-8

1-3. Self-explanatory.

4. Indicate the type of equipment currently used, associated phone number(s), and to who the equipment is assigned. This would include all equipment (pagers, cell phones, and radios) that the individual(s) presently uses. Use continuation sheet if necessary.

5. Indicate type of equipment, date needed, and cost, e.g., NEXTEL cell phone, model #, @ \$150.00 each.

6. Explain why landline connectivity will not meet the functional requirement to perform a valid mission need and when available alternatives are more costly or cannot fill the need. Provide details as to why equipment is being requested. For example: Individual(s) spends 50% of time out of the office on official business at different job sites and equipment is required to contact main office to coordinate work. Also, include frequency of use and describe why alternatives cannot fill the need and/or cost of those alternatives.

7. Identify the type of service or plan required. For example: 250 any time minutes, both local and long distance, out-of-area calling plan (national), 450 minutes, etc.

8. Describe why the type of service or plan is required. For example: If an out-of-area calling plan is requested, describe why calls need to be made from a cell phone rather than a land line while outside the local area. If on TAD, state frequency of travel. Identify the cost savings by having a national calling plan vice using landline equipment while out of the local area. Insure each option on the equipment being requested is justified, e.g., radio and cell phone capability, number of plan minutes (quantify usage), etc.

Authorizing official should be the Department Head or someone authorized to sign for that individual.

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Request for Cancellation of Cell Phone/Pager Service

1. Department/Activity: _____ Date of Request: _____
2. Primary POC: _____ Phone # _____
3. Alternate POC: _____ Phone # _____
4. Request service for the cell phone(s)/pager(s) listed below be cancelled as of _____

Typed Name and Grade_____
Signature of Authorizing Official

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Disposition of Equipment/Service

Date Request Received: _____

Date Vendor Notified of Cancellation: _____

Date Equipment Returned to Vendor: _____

Notes: _____

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Instructions for Completing Cancellation of Services Form

Items 1-3. Self-explanatory.

Item 4. Enter the effective date of cancellation, type equipment, I.e., pager, cell phone, vendor, and all phone/pager numbers.

Authorizing official should be the Department Head or someone authorized to sign for that individual.

TELECOMMUNICATIONS SERVICE REQUEST (TSR)

This form is to be used by all customers of NCTAMS LANT Base Communications Office at Naval Station, Great Lakes, in requesting communication services.

1. TSR # _____ Command _____
 3. Primary Site POC _____ Phone # _____
 4. Alternate Site POC _____ Phone # _____
 5. Building #: _____ Street Address _____
 6. Detailed description of work requested: _____

 7. If installing a new telephone number, what is the name of the office or application for which it will be used: _____
 - 7a. Can this number to be given out by the base operator? Yes _____ No _____
 - 7b. For commands with multiple billing codes, which code is to be assigned? _____
 8. Justification: _____

 9. Authorized by: _____

Signature	Title	Phone #
-----------	-------	---------
 10. Date submitted: _____
=====
- NCTAMS USE ONLY:
- Date received: _____

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INSTRUCTIONS FOR COMPLETION OF
TELECOMMUNICATIONS SERVICE REQUEST (TSR)

The TSR form should be used by all customers of NCTAMSLANT Base Communications Office (BCO) at Naval Station Great Lakes. Below are instructions for filling out the TSR. If you would like to submit TSRs electronically a copy of the file can be provided to you. Contact the NRMW TPM.

1. **Item #1 - TSR #:** This number will be assigned by either the Activity Telephone Coordinator (ATC) for RTC and SSC activities and by the NRMW Telecommunications Program Manager (TPM) for NSTC and Naval Station activities.
2. **Item #2 - Command:** Self-explanatory.
3. **Items #3 & 4 - Primary and Alternate Site POCs:** The individual listed as the Primary POC is normally the individual who is reporting the problem and is at the location where the problem exists. The Alternate POC should also be someone who is familiar with the situation and can answer any questions the contractor may have at the job site. Either of these individuals should insure the contractor has accessibility to the facility where work is to be performed and that the receipt of services paperwork provided by the contractor is signed and a copy provided to the NRMW TPM once work is completed.
4. **Items #5 - Building # and Street Address:** Since this information needs to be provided to the contractor, be specific as possible. Provide room number also, if applicable.
5. **Item #6 - Detailed description of work requested:** This is critical information. The contractor uses this to prepare estimates for the work to be performed. Be specific as possible, i.e., include type of phone system, whether or not a new telephone number(s) is being requested, existing numbers are being moved, or number of new phones needed. The definitions for deactivation and disconnection which are included on the form used to certify your monthly bills are also shown below. Also, remember if a number shows up on your phone bill that does not belong to you, call the number and try to identify the owner. That individual should prepare the TSR to have the number removed from your bill and identify the correct billing code. The BCO cannot process the TSR without this information.

Deactivation of a phone number simply puts the line out of use temporarily and can be activated without physically reinstalling a new line/number. Monthly line charges still apply.

Disconnection is permanent disposal of the line. There is also a charge for reinstallation of the line.
6. **Item #7 - If installing a new telephone number, what is the name of the office or application for which it will be used:** Self-explanatory.
7. **Item #7a - Can this number be given out by the base operator?** Self-explanatory.

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8. **Item #7b - Multiple billing code:** Each department has been assigned a billing code. If you are unsure of what it is contact your ATC or the NRMW TPM.
9. **Item #8 - Justification:** Describe why additional equipment or the change is required. For example: The hiring of eight additional personnel requires the acquisition of two additional telephones and phone lines to conduct official business.
10. **Item #9 - Authorized by:** The signature of the NRMW TPM is required here.
11. **Item #10 - Date submitted:** The end-user should enter the date submitted to the ATC or NRMW TPM.

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TELEPHONE SERVICE REQUEST (TSR) PROCESS

1. End-user identifies problem using TSR form to ATC or NRMW TPM.
2. ATC at RTC/SSC reviews form for completeness and clarity of requirement and forwards to NRMW TPM.
3. If all information required is complete NRMW TPM sends to BCO (for line work) and/or to contractor for estimate (for telephone system work). If work is under \$2,500 normal processing time is depicted in paragraphs 4 and 5.
4. Timeframes for CSA work by Ameritech - Processing time may take up to 12 days
 - NRMW TPM to BCO for estimate - 1-2 days
 - BCO to NRMW TPM with estimate and CSA write-up - 2-3 days
 - NRMW TPM back to BCO with typed/signed CSA - 2-3 days
 - BCO schedules work with Ameritech - Normally takes 3-4 days to get due date from Ameritech after BCO receives CSA
 - NRMW TPM conducts follow-up with BCO to obtain due date and notifies end-user
5. Timeframes for Contracted work by Vendor - Maximum processing time may take up to 15 days.
 - NRMW TPM to contractor for estimate - 1-2 days after receipt
 - Estimate from contractor to NRMW TPM - 2-3 days after receipt
 - NRMW TPM prepares Purchase Order (PO) and sends to Purchasing - 1-2 days
 - Purchasing returns tech'd PO to NRMW TPM - 1-2 days
 - NRMW TPM notifies contractor to schedule work - 1-2 days
 - Contractor notifies NRMW TPM when work will be accomplished - 3-4 days
6. If work requested requires both Ameritech and contractor work, once the Ameritech due date is known the vendor will be notified by the NRMW TPM to schedule his work. So expect the processing time to be longer in such cases.
7. If estimates come in over \$2,500 bids from vendors are required, paperwork is sent to Purchasing, and a contract is ultimately awarded for the work. This process could take quite a bit of time depending on how large the contract is. Therefore, if new buildings are coming on line or any other known projects that require extensive planning, coordination should start months in advance of the due date of completion, with the BCO and NRMW TPM.
8. Processing of emergency requests, e.g., total system failures, Ameritech lines cut by building contractor, etc., will begin immediately after receipt of the TSR.
9. If TSRs are incomplete and require additional information the NRMW TPM will notify the Primary POC 1-2 days after receipt to clarify the requirement. Naturally, this will delay processing time.
10. Individual's submitting requests can indicate a "work is required to be completed by date" on the TSR. However, if at all possible, planning for upcoming changes in telecommunication requirements is encouraged, and the timeframes stated above should be considered when doing this.

Enclosure (6)